

Wisconsin Legislature – Legislative Technology Services Bureau



Position Title: Technical Services Analyst
Location: 17 W Main St Suite 200 Madison WI 53703
Schedule: Full Time

Introduction

The Legislative Technology Services Bureau (LTSB) is a nonpartisan legislative service agency that provides leading-edge information technology services and support to the Wisconsin Legislature. LTSB promotes an innovative and cooperative atmosphere with many opportunities for professional growth.

In addition to a comprehensive compensation and benefits package, LTSB offers a fun work environment and an excellent work/life balance. We are located on the Capitol Square in beautiful downtown Madison, Wisconsin. Our offices are walking distance away from the Monona Terrace, the Dane County Farmer's Market, and historic State Street.

LTSB is currently accepting applications for a skilled and enthusiastic **Technical Services Analyst** to join our Technical Services Unit. Minimum salary is \$42,000 depending on qualifications and experience, plus excellent benefits.

Position Description

The Technical Services Analyst serves as the front line technical support for all Legislative users and is a member of the Technical Services Team. The responsibilities of this position include the configuration, installation, upgrade and support of all LTSB standard hardware and software platforms which the Wisconsin Legislature and its service agencies utilize. This includes all Senate and Assembly Legislative offices in the State Capitol, as well as the Legislative Audit Bureau, Legislative Council, Legislative Fiscal Bureau, and Legislative Reference Bureau offices.

Technical Services Analyst position hours are typically 8 AM to 5 PM Monday through Friday, with possible coverage beginning at 7 AM and/or ending at 6 PM. The analyst also participates in an on-call rotation for providing after-hours support. Late evening hours support may be required when the Legislature is in session.

Position Requirements

Candidates should first and foremost possess excellent customer service and troubleshooting skills, which includes a focus on critical thinking in a technical environment while demonstrating exceptional communication ability (both written and verbal). Candidates must exhibit great attention to detail, and show a proactive approach to both team duties and independent projects. Candidates must possess general knowledge of networking, remote access, security, Active Directory and group policy. Candidates should show initiative, resourcefulness, the desire to increase technical knowledge and the ability to effectively apply knowledge learned.

Candidates must be willing and able to function in a nonpartisan environment. Candidates must operate in a professional manner while working in a highly public setting.

Candidates must be able to lift, deliver and set up computers, monitors, printers along with the associated cabling and accessories.

Knowledge/Experience

Candidates should have formal education in computer science or related field, professional experience or a combination of education, experience and certifications to effectively execute duties upon hire.

Ideal skills include, but are not limited to, an expert level of knowledge with:

- Microsoft Windows 10, Office 2016
- ITSM utilization
- Workstation and laptop configuration, installation and support
- Printer and scanner configuration, installation and support

Additionally, some desired areas of knowledge and ability include:

- HTML/Web Publishing/CMS services
- Mobile-device support
- Presentation and instruction skills
- Data manipulation (parsing/concatenation/etc.)
- A+, NET+, MCP certification

How to Apply

We are seeking candidates who are legally authorized to work in the United States and will not require employer visa sponsorship now or in the future. A background check will be conducted on any finalist prior to an offer of employment.

Please send your cover letter outlining your interest in this position and a current resume to LTSBHR@legis.wisconsin.gov by Friday November 15, 2019.